



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

June 21, 2018

M-2018-2640818

MARLENE H DORTCH
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12TH STREET SW
WASHINGTON DC 20554

DOCKET FILE COPY ORIGINAL

100-2018-2640818

JUN 26 2018

FCC 1211.000

Re: FCC CG Docket No. 03-123
DA 18-630

Submission of Pennsylvania's TRS Annual Consumer Complaint Log
Summary for the 12-month period ending May 31, 2018

Dear Secretary Dortch:

In accordance with 47 CFR § 64.604 (c)(1), please find enclosed for filing in the above-captioned docket an original and one (1) copy of the annual consumer complaint log summaries for the Pennsylvania Telecommunication Relay Service (TRS) for the 12-month period ending May 31, 2018.

Hamilton Relay, Inc. is Pennsylvania's certificated traditional TRS and STS provider, and Hamilton Telephone Company d/b/a Hamilton Telecommunications is Pennsylvania's contracted captioned telephone voice-carry-over relay service (CTRS) provider. The providers have maintained and prepared the consumer complaint log summaries. These summaries cover all FCC violations of its standards regarding complaints to the service provider. Hamilton Telecommunications has stated that they will compile the total number of interstate relay calls by type of TRS and will file the information with the FCC under protective seal as a confidential filing. The Pennsylvania Public Utility Commission's Bureau of Consumer Services has no registered TRS or CTRS complaints for this report period.

If you have any questions or need additional information, please contact Eric Jeschke at (717) 783-3850 or ejeschke@pa.gov.

Sincerely,

Rosemary Chiavetta
Secretary

Enclosure (original and 1 copy)

No. of Copies rec'd
List ABCDE

0+1

Pennsylvania Captioned Telephone FCC Complaint Report 6/1/2017 to 5/31/2018
PUC Docket No. # M-2018-2640818
FCC Docket No. 03-123

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
797635	06/15/2017 01:47pm	Phone	Service	N/A	Customer's daughter reported no captions on inbound calls to the CapTel 840 in 1-Line mode.	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	06/16/2017 10:00am	Within 24 Hours	KG
797629	06/15/2017 01:55pm	CapTel	Service	N/A	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840.	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	06/16/2017 10:00am	Within 24 Hours	TS
797641	06/15/2017 01:56pm	CapTel	Service	N/A	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840.	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	06/16/2017 10:00am	Within 24 Hours	TS
813643	08/04/2017 01:36pm	CapTel	Service	6572	Customer reported inaccurate captioning of one word on a captioned call.	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	08/05/2017 02:35pm	Within 48 Hours	TJ
823142	09/05/2017 06:43pm	CapTel	Service	N/A	Customer reported seeing "Please stay on the line your captions will be available shortly" during a call on the CapTel 840.	CSR apologized to the customer for the additional wait time to connect with a CA. CSR advised the customer to continue to hold for the next available CA. CSR noted that this added answer time was a result of higher call volume in our call center as a result of the natural disasters occurring on the coast. CSR confirmed that the customer is now able to make and receive captioned calls successfully.	09/05/2017 06:58pm	Within 24 Hours	CF
896829	04/24/2018 08:25am	CapTel	Service	11173	Customer reported seeing delayed captions behind the spoken words on an answering machine message on the CapTel 840 in 1-Line mode.	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.	05/07/2018 10:53am	Over 48 hours	BM

Pennsylvania Relay 2017 - 2018 FCC TRS Complaint Report

June 2017 - May 2018

Inquiry ID	Date of Inquiry	CA/O pr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170606-000014	6/6/2017		Voice	Jenn	Jenn	Customer stated they were only having garbling and asked if static on their line could be heard.	6/6/2017	Customer Care confirmed with the customer that there was static on the line and referred them to their telephone service provider. Customer was satisfied.	External Complaints	Miscellaneous
170615-000001	6/15/2017		VCO	Jenn	Jenn	Customer stated their friend's phone service was not allowing them to call through the Pennsylvania Relay.	6/15/2017	Customer Care attempted to gather information and customer was unable to provide any information. Customer Care recommended that their friend contact us so we may further assist them. Customer was satisfied.	External Complaints	Miscellaneous
170620-000089	6/20/2017		VCO	Erica	Erica	Customer stated that the CA did not type the correct number.	6/20/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	CA Accuracy/Spelling/Verbatim
170818-000002	8/18/2017		VCO	Jenn	Jenn	Customer stated they are hearing a loud humming sound on their phone line.	8/18/2017	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
170822-000026	8/22/2017		TTY	Jenn	Jenn	Customer stated they were receiving a lot of garble during the call.	8/22/2017	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
170828-000080	8/28/2017		TTY	Erica	Erica	Customer stated when the CA repeated the number to dial, the line went silent.	8/30/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department but without call details no information could be located in regards to the call the customer was referring to.	Technical Complaints	Miscellaneous
171006-000034	10/6/2017		Voice	Jenn	Jenn	Customer stated they were having problems with telephone line that is connected to their TTY.	10/6/2017	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
171006-000035	10/6/2017		VCO	Tyna	Tyna	Customer stated a person was unable to call them through Relay.	10/6/2017	Customer Care attempted to obtain information but customer stated garble. Customer Care attempted to clear garble. Customer disconnected.	External Complaints	Miscellaneous

Pennsylvania Relay 2017 - 2018 FCC TRS Complaint Report

June 2017 - May 2018

Inquiry ID	Date of Inquiry	CA/O pr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
171007-000002	10/7/2017		VCO	Celeste	Jenn	Customer stated that only a specific person is unable to reach them through the Relay service.	10/7/2017	Customer Care apologized and referred customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
171022-000015	10/22/2017		Voice	Mary	Mary	Customer stated they have been receiving suspicious telephone calls not through the relay.	10/22/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
171104-000047	11/4/2017		VCO	Jennifer	Tyna	Customer stated when receiving incoming calls they are not receiving type.	11/10/2017	Customer Care attempted to reach the customer, which was unsuccessful. Customer Care left a message providing the toll-free access number to reach Customer Care. There has been no further contact from the customer.	Technical Complaints	Tech Issues VCO/2LVCO Problem
171221-000021	12/21/2017		VCO	Tyna	Tyna	Customer states when attempting to call directory assistance they are told not allowed.	12/21/2017	Customer Care apologized and referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
171224-000056	12/24/2017		VCO	Mary	Mary	Customer stated the CA dialed the incorrect number.	12/27/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department, which verified the CA had processed the call. Information was forwarded to management, which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	CA Misdialed Number
171229-000078	12/29/2017		Voice	Dan	Dan	Customer stated the Relay user they are calling is not picking up the line.	12/29/2017	Customer Care advised the customer to try the call again. Customer understood.	External Complaints	Miscellaneous
180101-000082	1/1/2018		VCO	Dan	Dan	Customer stated they were receiving a lot of garble during the call.	1/1/2018	Customer Care provided several tips for cleaning garble during a call. Customer understood.	Technical Complaints	Garbling

Pennsylvania Relay 2017 - 2018 FCC TRS Complaint Report

June 2017 - May 2018

Inquiry ID	Date of Inquiry	CA/O pr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180101-000088	1/1/2018	9427	VCO	Dan	Dan	Customer stated the CA dialed the incorrect number.	1/10/2018	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department, which verified the CA had processed the call. Information was forwarded to management, which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue.	Service Complaints	CA Misdialed Number
180122-000049	1/21/2018	9140	VCO	Ryan	Mary	Customer stated the CA dialed the incorrect number.	1/31/2018	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department, which verified the CA had processed the call. Information was forwarded to management, which determined the CA followed proper procedure. The CA did not receive refresher training in regard to this issue.	Service Complaints	CA Misdialed Number
180205-000001	2/4/2018		Voice	Jessica	Tyna	Customer stated is not a Relay user but when dialing a particular phone number it routes to the Relay service.	2/5/2018	Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.	External Complaints	Miscellaneous
180328-000019	3/28/2018		Voice	Jenn	Jenn	A non-Relay user stated when making a call from their landline phone it is routed to the Relay service.	3/28/2018	Customer Care referred the customer to their telephone service provider for assistance with their call routing. Caller was satisfied.	External Complaints	Miscellaneous